CMS User's Training course

Audience:

> This course is intended for CMS Central and Regional office managers and users. It will instruct them on how to use the online MMCS environment. It will also serve as a prerequisite for many other courses so it will also be taken by: Technical Support Personnel, Maintenance Personnel, Operations Personnel, and Potential Trainers.

Learning Objectives:

> This course serves as a stand-alone course as well as the basic building block for many of the other training courses. It provides an overview of MMCS using lecture, discussion, and hands-on exercises to learn how to use the online MMCS environment

- Overall Objective: To successfully logon and use MMCS to perform daily, weekly, monthly, and yearly tasks.

- By the end of the course, all participants should understand how to:

    - Log on MMCS, view messages, and navigate through the system

    - View beneficiary information and perform enrollments, disenrollments, and updates to beneficiary information for both individuals and groups

    - View, edit, and reverse transactions, and approve and off-cycle transactions

    - View payment information and work with the payment calculator

    - View and possibly edit rates and factors

    - Work with Monthly and On-Demand reports

- In addition, all participants should have a basic understanding of

    - Basic Maintenance functions

    - The Batch environment -- in order to assist MCO users

- For those participants who have access and need they should understand how to:

    - Work with Standard and Ad Hoc Reports in the MicroStrategy environment

Note: This course will serve as a pre-requisite for the Maintenance and Operations Training course.

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Length of class:

This course is scheduled for two days, with one optional half day for users to learn more about reports including Standard and Ad Hoc reporting.

Prerequisites:

None

Documents Provided for the Course:

Participants will be provided with the following documents for this course:

- Course Notes and Quick Reference Guide
- MMCS User's Guide

In addition, the participants will be given the URL for the CMS User Tutorial and the URL for the MCO Users Tutorial.

Related Documents:

None

Course Dates:

Course #	Audience	Start Date	End Date
CMS-01	CMS Users	01/11/2005	01/13/2005
CMS-02	CMS Users	02/15/2005	02/17/2005

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Planned Schedule (this schedule is subject to change):

Schedule – Day 1 (Morning)

Time	Activity
9:00am – 9:30am	Introduction Learn about batch processing
9:30am – 10:15am	Get started Logon and view messages
10:15am – 10:30am	BREAK
10:30am – 11:00am	View beneficiary information
11:00am – 11:30am	Questions
11:00am – 12:00pm	Exercises
12:00pm – 1:00pm	LUNCH

Schedule – Day 1 (Afternoon)

Time	Activity
1:00pm – 1:45pm	Enroll, disenroll, or update beneficiary info
1:45pm – 2:15pm	Change membership for a group of beneficiaries
2:15pm – 2:30pm	BREAK
2:30pm – 3:00pm	Summary and Questions
3:00pm – 4:00pm	Exercises

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Schedule – Day 2 (Morning)

9:00am – 9:45am	View, edit and work with transactions
9:45am – 10:15am	Payments
10:15am – 10:30am	BREAK
10:30am – 11:00am	Rates and Factors
11:00am – 11:30am	Questions
11:30am – 12:00pm	Exercises
12:00pm – 1:00pm	LUNCH

Schedule – Day 2 (Afternoon)

1:00pm – 2:000pm	Reports
2:00pm – 2:30pm	Maintenance
2:30pm – 2:45pm	BREAK
2:45pm – 3:15pm	Questions and Summary
3:15pm – 4:00pm	Exercises

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Schedule – Day 3

9:00 am – 10:15 am   Standard and Ad Hoc Reports
10:15 am – 10:30am   BREAK
10;30 am – 11:45 am   Exercises
11:45 am – 12:00 pm   Summary and Feedback